

**BALTIMORE COUNTY, MARYLAND
PURCHASING DIVISION
400 WASHINGTON AVENUE, ROOM 148
TOWSON, MARYLAND 21204-4665**



REQUEST FOR INFORMATION NO. I-100616

ERP SYSTEM

Due Date: 11/07/2016, Time: 3:00 PM

EMAIL INFORMATION TO: bid@baltimorecountymd.gov

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Amendments to solicitations often occur prior to bid opening and sometimes within as little as 48 hours prior to bid opening. It is the potential vendor's responsibility to frequently visit the Purchasing web site (www.baltimorecountymd.gov/purchasing) to obtain amendments once they have downloaded a solicitation.

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1. STATEMENT OF PURPOSE.

- 1.1 The purpose of this Request for Information (RFI) is to obtain information from the vendor community on the availability, capability, and functionality of Enterprise Resource Planning (ERP) solutions currently offered in the market place. Currently Baltimore County Government (BCG) and Baltimore County Public Schools (BCPS) use separate ERP systems both built on the same product, CGI Advantage. Baltimore County Public Library (BCPL) does not currently have a combined ERP solution at this time. All three entities perform Financial Management, Performance Budgeting, and Human Resources Management functions.

Where there is a commonality and convergence of requirements for all three entities, they are collectively referred to as the “County” in this document. The entities are named individually where disaggregation is appropriate,

The County will consider the information received as a result of this RFI to assist in refinement of functional and technical system requirements. The County is seeking as much information as possible through this RFI process. As such, all vendors are encouraged to respond, including those with fully integrated solution suites (Financial and Human Resources) as well as individual solution providers (Financial or Human Resources).

- 1.2 The specific objectives that the County intends to accomplish through this RFI are as follows:
- 1.2.1 Identify vendors who offer ERP solutions as a vendor hosted system or Software as a Service (SaaS);
 - 1.2.2 Identify vendors who have experience deploying financial management, human resources, performance budgeting and other solutions for County/State governments and K-12 public school systems, including migration of data from legacy systems;
 - 1.2.3 Identify vendors who have specific knowledge of state-level business rules and statutory requirements that govern human resources and financial processes;
 - 1.2.4 Identify software architectures and service arrangements that will allow the solution modules and business rules to be adjusted as required by state-level statutory changes and county-level policy changes.
 - 1.2.5 Identify what standard integration architectures are supported by vendor solution modules;

- 1.2.6 Determine the ability and ease to create interfaces from the ERP systems to other applications used by the County
- 1.2.7 Identify other government and public school entities which have recently implemented similar systems and learn from their experiences.
- 1.3 This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. Vendors are advised the County will not pay for any information or administrative costs incurred in response to this RFI. All costs associated with responding to this RFI will be solely at the vendor's expense. Not responding to this RFI does not preclude participation in any future RFP, if issued.
- 1.4 Baltimore County Government, Public Schools and Public Libraries appreciate your input in this process.

2. BACKGROUND.

- 2.1 Baltimore County Government (BCG) and Baltimore County Public Schools (BCPS) have been using components of the CGI Advantage ERP solution since the 1980's. The system has been and continues to be upgraded to remain current.

Baltimore County Public Library (BCPL) uses several applications, including Sage Abra (HR), EBS Timekeeper (time and attendance), Abila MIP (Fiscal), and Fortis (digital recording).
- 2.2 Across various systems, the County maintains records for approximately 33,000 active employees and 115,000 historical employees. The ERP system must support the current approximate 50,000 user accounts, and a minimum of 2,500 concurrent users during peak times. Any proposed solution must account for an expected growth of 10% - 15% per year.
- 2.3 The County intends to implement a vendor hosted or Software as a Service (SaaS) system with either combined or separate environments for the included County entities and as technology and business needs dictate. The product must comply with the County's standards for Information Technology architecture.
- 2.4 The proposed ERP system must meet the needs of BCG, BCPS and BCPL. It must provide an integrated view of core business processes using common and/or distributed databases maintained by a database management system. The proposed ERP system must include a Financial and Human Resources components as well as track business resources and the status of business commitments: purchase orders, and payroll. The proposed ERP system must facilitate information flow between all business functions, and manages connections to outside stakeholders,
- 2.5 BCG and BCPS have developed interfaces between the Advantage ERP suite and the following software:

Vendor/Product	Purpose	Used By
RECO Cashiering System	Cashiering	BCG
NEOGOV	Recruiting and hiring	BCG
CPAS Retirement system	Retirement System	BCG
OLTA	Mainframe Time and Attendance system	BCG
OASIS	Mainframe tax system	BCG
Kronos Workforce Timekeeper v.6	Non-exempt employee time and attendance	BCPS
eSchool Solutions SmartFindExpress	Substitute management and teacher attendance	BCPS
Frontline Education	Recruiting and hiring	BCPS
SilkRoad Onboarding	Employee onboarding and off boarding	BCPS
Metafile MetaViewer	Accounts payable document management and workflow	BCPS
DocuWare	Procurement document management and workflow	BCPS
ASG-Zena	IT process scheduling and automation	BCPS

2.6 An assessment was performed in which the County's ERP systems (which are currently separate systems governed independently by BCG, BCPS, and BCPL respectively) were reviewed. The County requires the proposed ERP solution to provide functionality for all of the following areas:

2.6.1 Human Resources

- Payroll
- Benefits
- Position Control
- HR Data (Employee Records)
- Time & Attendance
- Retirement
- Employee Portal
- Manager Portal
- Labor Accounting Distribution
- Employee Relations
- Training

2.6.2 Financial

- Accounting

- Fixed Asset Management
 - Procurement
 - Vendor Portal
 - Debt Management
 - Inventory
- 2.6.3 Performance Budgeting
- Salary and Benefits
 - Budgeting (Operating, Revenue, Capital)
 - Performance Measurement

2.7 The implementation of the proposed ERP solution must align with the goals and strategic initiatives of the County and its commitment to fiscal stewardship. Specifically, the proposed solution must contribute to effective two-way communication for internal and external stakeholders; build, sustain, and invest in technology infrastructure and efforts to streamline data management and create efficiencies throughout the organization; and develop and implement a system-wide framework to ensure efficiencies in all schools and offices throughout the organization.

3. VENDOR SOLUTIONS.

3.1 The County is open to any and all solutions from the vendor community. The County is seeking vendors that can meet the collective needs of BCG, BCPS and BCPL, including the following attributes:

3.1.1 Is fully compliant with the requirements of any federal, state and county legislation. NOTE: Proposed solutions should be modifiable in a timely manner to accommodate frequent time sensitive legislative changes in Maryland, Pennsylvania and West Virginia thereby allowing users to remain legislatively compliant.

3.1.2 Is consistent with the County's strategic objectives concerning the integration of all ERP related functions.

3.1.3 Reduces the overall cost of Financial Management and Human Resources Management through consolidation of services and reduces deployment, support and infrastructure costs.

3.1.4 Provides for data and access security that meets the County's standards.

4. INSTRUCTIONS FOR RESPONDING.

4.1 Solution providers responding to this RFI are required to submit their information by **November 7, 2016 at 3:00 PM to bid@baltimorecountymd.gov**. Late responses will be not be considered.

- 4.2 Vendors are advised that the County cannot receive email attachments greater in size than twenty-five (25) megabytes and this size limitation may be further reduced by requirements of the Vendor's email provider which are beyond the control of the County. Vendor should consider separating any large attachment into multiple parts and emailing each part separately. In such case, Vendor will note that each email is *1 of 2, 2 of 2, etc.*
- 4.3 As with any system, power outages or technology problems may arise that are outside of the County's control and could affect your submission. The County will not be held accountable for such issues that may delay the transmission of any Solution.
- 4.4 To support the review activities, the County is requiring a consistent format for all responses. As such, the following Questionnaire should be used when responding to this RFI. The Questionnaire includes items regarding solution provider information, software functionality and technology information, and general questions. Additional information such as marketing brochures, product fact sheets, technical documentation, etc. may also be provided.

5. INQUIRIES.

- 5.1 All correspondence / questions related to this RFI must be directed to the Buyer, Amber Butcher via email abutcher@baltimorecountymd.gov or James Stevenson via email jstevenson@baltimorecountymd.gov.
- 5.2 Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to this RFI will be provided by written addendum and posted on <http://www.baltimorecountymd.gov/Agencies/budfin/purchasing/currentsolicitations.html>.
- 5.3 The deadline for written questions are 3 working days prior to the due date.

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QUESTIONNAIRE**

Responses to this RFI should address each item within this questionnaire. Please respond to each question as completely and succinctly as possible.

A. VENDOR INFORMATION: This information MUST be the first page of your submittal.

1. Company Name
2. Parent Company
3. Mailing Address
4. Contact Name, Telephone, and Email Address
5. Year founded
6. Company Website URL
7. Main products/services provided
8. Software name (market name)
9. Number of years on the market
10. Number of Customers by type (i.e. county, municipality, etc.) using any of your proposed solutions (number of customers by module)

NOTE: All answers should be preceded by the corresponding question.

B. GENERAL INFORMATION

1. Product Names and Descriptions – Please describe your solution, and clearly identify the individual software modules, add-ons e.g. utilities/tools/report generators, underlying technology, and third party applications that you would recommend to meet the County's requirements.
2. What is the proposed version of the solution? How long has the proposed version of the solution been available for client use? How long do you expect this version to be a viable release? When was the last time that the user interface updated/refreshed?
3. Describe the history of the primary product(s) being proposed including whether these product(s) were internally developed, acquired in-whole or in part, or something different.
4. Please provide the upgrade or release plans for the next three years. Include in your response the extent to which the proposed product(s) are to be replaced or

substantially modified. How often are major upgrades for the proposed solution released? Minor upgrades?

5. Describe what methods your company uses to keep pace with changes in your target industry.
6. Describe the process in which state statutes, county ordinance, and other regulatory requirements are incorporated into your solution (e.g. tax calculations, reporting, etc.).
7. How many clients and sites are currently using the proposed version as their production system? Provide a list of states/counties/K-12 school systems in which your products are in use. What is the largest organization you support? Please describe this organization and the setup/use of your system in this environment.

C. BUSINESS-SPECIFIC INFORMATION

Human Resources: Payroll

1. Please provide representative screen shots of the user interface for maintaining employee payroll data and online inquiry.
2. Describe how the proposed solution supports salary calculations and maintains historical data for both full-time and part-time employees for the following pay events: salary, deductions, withholdings, fringe benefits, and cost of living adjustments. Include your in response the ability to support exception pay paid in arrears, exception pay paid to date, and positive paid employees.
3. Indicate whether the proposed solution supports additional duty pay for salaried, exempt employees calculated as a flat rate, by day or activity; a factor of annual salary, and an hourly rate.
4. Describe functionality available in the proposed solution to spread the pay for 10 month employees over 12 months.
5. Describe how employee payroll records are maintained and adjusted in all of the following areas:
 - 5.1 Employee address
 - 5.2 Applicant/employee training profile
 - 5.3 Employee benefits enrollment
 - 5.4 Check disposition
 - 5.5 External adjustments
 - 5.6 Benefits enrollment
 - 5.7 Employee status maintenance
 - 5.8 Family Court-Family Court Arrears-Bankruptcy
 - 5.9 Garnishment
 - 5.10 Leave accrual

- 5.11 Miscellaneous deductions
 - 5.12 Employee tax withholding certificate
 - 5.13 On-line Check
 - 5.14 One-time deduction
 - 5.15 One-time payments
 - 5.16 Pending payments
 - 5.17 Pension profile
 - 5.18 Position maintenance
 - 5.19 Role change
 - 5.20 Timesheet adjustments
6. Describe the proposed solution's ability to support online inquiry of summary and employee level detail by payroll cycle.
 7. Describe accommodations available in the proposed solution to support centralized or mass data entry.
 8. Describe how the proposed solution supports off-cycle and manual check processing.
 9. Describe how void and replacement checks are processed and accounted for.
 10. Describe integration points that may be used with third party providers of tax filing, garnishments, and employment and income verification solutions. Identify out-of-the-box integrations delivered with the solution.
 11. Describe the process for creating, retroactive pay and deduction transactions. Include in your response whether retroactive leave advances and accruals supported.
 12. Does the proposed solution support the recycling of voluntary deductions for insurance and union dues when net pay is insufficient to allow the deduction?
 13. Describe pre-processing options that are available to validate payroll results before the results are committed to the database.

Human Resources: Benefits

14. Describe the processes used to enter and maintain enrollment and deduction definition information for both employees and retirees (individuals and family members), including but not limited to medical, dental, vision Insurance, life insurance and beneficiaries, flexible spending, etc.
15. Describe how the proposed solution supports the need to define eligibility rules for multiple "types" of employees, e.g. hours worked, labor union membership, etc. and retirees. Include in your response the ability to apply complex logic based on both existing and historical information such as hire dates, time in service, etc.
16. Describe the processes used to build a timeline of current and past benefit elections. Is data available via online inquiry?

17. Describe tools and resources used to support the collection of data for and reporting of compliance with the provisions of the Affordable Care Act.
18. Does the proposed solution support the administration and continuation of health benefits as provided by COBRA?
19. Is there an option to pro-rate the employee contribution amount for voluntary benefits based on FTE?

Human Resources: Position Control

20. Describe how position detail is classified and maintained in the proposed solution. Include in your response the ability to track the number of FTEs authorized, filled, and vacant and to define discrete positions by organizational level and funding source.
21. Describe how position data is linked to salary range (grade, step).
22. Describe how position information linked to title codes and detailed job descriptions. Can detailed job descriptions be retrieved via a manager and employee portal?
23. Describe how the proposed solution supports single and multiple incumbency position control models.
24. Describe how multiple appointments for a single employee are recorded and tracked.
25. Describe process for making mass changes to position classification. Include in your response any utilities available in the proposed solution to support mass updates.

Human Resources: HR Data (Employee Records)

26. Please provide representative screen shots of the user interface for maintaining employee HR data such as name/address information, contract / position / department / cost center, certification / licensure, etc.
27. Describe how the proposed solution supports the identification and ongoing maintenance of distinct and separate work and pay locations. How are multiple work locations accommodated?
28. Describe the tracking/recruiting capabilities of the proposed solution, including the ability to automatically post open positions to internal or external websites and to adjust the posting to different job types. Can on-line employment applications be electronically signed and automatically send email responses to applicants throughout the recruitment cycle? Can the solution identify appropriate candidates using a flexible resume search functionality that incorporates multiple criteria across all openings and sends out offer letters to selected candidates?
29. Describe any interfaces between recruiting functions with background screening companies.
30. If your solution does not include tracking/recruiting, describe the process for integrating the proposed solution with a third party applicant tracking/recruiting solutions. Include in your response the names of third party solutions that are supported and whether an out-of-the-box integration is provided. Indicate whether data is available real-time or updated via a batch or offline process.

31. Describe how data collected during recruitment can be populated to the records of new hires, as well as being included on monthly and annual reports through the solution's report writer tool.
32. Describe additional reporting fields that can be used to store data such as offer date, contract signing date, benefits enrollment etc.
33. Describe the process used to identify employees assigned to an "acting" role and to produce appropriate pay.
34. Describe the process used to identify separated employees that may not be eligible for rehire. Include in your response whether the process can be integrated with a recruiting solution.
35. Describe the extent to which batch or offline processing used to update employee data. If used, identify in your response the business processes using batch processing.
36. Describe how the proposed solution supports the establishment and maintenance of employee/supervisor relationships. Include in your response whether the solution supports the creation of organizational charts that can be viewed within the application and published on a public website.
37. Describe how the proposed solution supports the employee evaluation process. Include in your response whether evaluations can be created and viewed via a manager and employee portal.

Human Resources: Time & Attendance

38. Describe processes available for recording Time and Attendance information. Include in your response options for centralized data entry and self-reporting by employee via the Internet and time-clock.
39. Please provide representative screen shots of the user interface for centralized time entry and employee self-reporting.
40. Describe the options are available for accruing and/or advancing leave for paid time off. Include in your response the ability to accrue/advance leave based on stored employee HR data codes/classifications, including but not limited to: contract, position, department, cost center, labor union and payroll policy information. Also include in your response whether advances and accruals can be pro-rated based on scheduled hours for part-time and exception paid employees.
41. Describe the process for recording time to produce supplemental pay for overtime, callback, standby, holiday duty, shift differential, extra-duty for exempt employees, etc.
42. Describe the process for recording paid and unpaid leave that is not advanced or accrued, e.g. accident leave, bereavement, holiday, and approved leaves of absence.
43. Indicate how the proposed solution supports the option to provide non-exempt employees compensatory leave or overtime pay. Include in your response whether a default can be set based on pay policy or bargaining unit.

44. Describe how the proposed supports FLSA overtime premium pay calculations for multiple pay events/rates. Include in your response whether weighted rate calculations are supported.
45. Describe how the proposed solution supports donations to and usage from a centralized leave bank.

Human Resources: Retirement

46. Describe the process used to create and modify retiree information including retirement status codes, effective dates, retiree benefit elections, etc.
47. Describe the process used to integrate the proposed solution with a third party Pension Administration System. Include in your response a description of the process used to create a weekly Payroll Contribution File and the ability to process and account for refunds of pension deductions for terminated employees.
48. Describe the process used to direct and control the enrollment of active employees in the appropriate pension deduction plan, i.e. County or State, based on position classification. Include in your response the process used to override the default deduction plan and rate at the employee level.

Human Resources: Employee Portal

49. Please provide representative screenshots of the user interface for the employee self-service portal.
50. List the types of information that active and retired employees may edit information such as address, emergency contact, W-4, state/local withholding, direct deposit, and beneficiary elections.
51. List the types of information that employees and retirees are provided view-only access to such as position, classification, educational attainment, certifications, and licensure, detail job description, employee paystubs, voluntary deductions, liens and garnishments, leave balances, W-2 forms, and disclosure required under the ACA.
52. What options are there for employees and retirees to change and/or reset passwords? Can it be integrated with LDAP for active employees?
53. Describe how the employee portal supports editing of appropriate payroll and voluntary benefit elections during open enrollment periods and for new hires and qualifying life events. Include in your responses the categories of voluntary deduction that may be elected/edited such as medical/dental/vision insurance, flexible spending, retirement savings plans, i.e. 403(b) and 457, long term disability, optional life insurance, etc. and what type of employee/ dependent information may be edited. Include in your response whether the ability to attach supporting documentation is provided.
54. Describe how the employee portal supports entering time and leave information by pay period, requests for paid time off, and authorization to work overtime. Include in your response whether the ability to attach supporting documentation is provided.
55. What options are available for employees to request approval of and submit documentation for course reimbursement and business travel?

56. Does the employee portal support providing employees with a notice of expiration for required certifications/licenses?
57. Describe how the solution tracks CEU (Continuing Education Units) information regarding training completed and its ability to send email to HR when CEUs are entered, as well as the ability to sort of CEUs by completion date.

Human Resources: Manager Portal

58. Please provide representative screenshots of the user interface for the manager portal.
59. Describe how the Manager Portal is integrated with the Employee Portal to allow workflow approvals for time and leave reporting, requests for time off, and authorization to work overtime.
60. Does the manager portal support online employee evaluations?
61. Does the manager portal support workflow and approval of employee reimbursement requests for course reimbursements and business travel?
62. Does the manager portal support the initiation and approval workflow for changes such as a change in work location or supervisor?
63. Describe the ability to schedule and send monthly mass email notifications to supervisors regarding performance evaluations that are due.

Human Resources: Labor Accounting Distribution

64. Discuss options available in the proposed solution to assign labor distribution accounting values (funding source) by position and employee.
65. Discuss options for assigning labor distribution accounting values to a pay event.
66. Discuss options available for including/excluding the allocation of employer fringe benefit expense to specific types of pay.
67. Describe the process used by the proposed solution to record employer payroll expense and liabilities in accounting general ledger. Include in your response tools provided to reconcile employee level payroll expense as reported in the payroll system with the accounting general ledger.

Human Resources: Employee Relations

68. Describe options available in the proposed solution to address employee processes such as drug testing, discipline, and grievance.
69. Describe the options available in the proposed solution to record and monitor work related injuries.

Human Resources: Training

70. Does your solution include a full-service training system that manages internal training offerings, tracks CEUs, and allows for entering information regarding training completed externally? If so, describe how the solutions provides access to

information and functionality by employee, supervisor, training facilitator, and staff development coordinator, as well as self-service registration for internal training offerings and automated email notices, calendar interface for registering for classes is preferred.

71. Describe how the solution can provide a self-service request process for external training and tuition reimbursement, automated supervisor approval process, the ability to create on-line tests and grade tests for Workplace and Technology Competencies, and track the completion of competencies and/or CEU requirements and send automatic notifications. Describe any interfaces with external learning tools/website such as SkillSoft offered by DLDS, GCFLearnFree.org, or others. Also include if the solution can format data and/or create templates that meet Statewide recertification process for librarians.
72. Does the solution have the ability to send mass emails to particular job groups regarding trainings, changes in workplace competencies, etc?

Financial: Accounting

73. Describe the processes and controls in place to provide for standardized and consistent accounting rules across all financial transactions. Include in your response the ability to track and control internal and external funding sources, obligations, and expenditures in the areas listed below. Include in your response the process used to track and report financial data on the budgetary, modified accrual, and entity-wide basis using fiscal year and multi-year budgets. Please address all areas listed below:
 - 73.1 General accounting
 - 73.2 Budget control
 - 73.3 Accounts payable
 - 73.4 Accounts receivable
 - 73.5 Cost accounting
 - 73.6 Capital project budgeting and accounting
 - 73.7 Grant lifecycle - identification, notification, award, notification, budgeting, tracking, financial, and non-financial reporting
 - 73.8 Fixed assets
 - 73.9 Pooled cash management
 - 73.10 Inventory management
74. Describe the process for integrating/interfacing the proposed solution with specialized systems for:
 - 74.1 Cashiering
 - 74.2 Procurement Cards
 - 74.3 Real and Personal Property Tax Accounting
 - 74.4 Fleet Management
 - 74.5 Utility billing
 - 74.6 Online catalogs

Financial: Fixed Asset Management

75. Describe the processes in place to account for Fixed Assets. Include in your response processes for recording and classifying assets, including:
 - 75.1 Calculating and recording asset depreciation
 - 75.2 Modifying or improving an asset
 - 75.3 Disposition of assets
 - 75.4 Recording construction-in-progress (CIP)
 - 75.5 Converting CIP assets to depreciable assets
 - 75.6 Changing the account structure of an asset
 - 75.7 Applying manual adjustments to assets and/or asset depreciation

Financial: Procurement

76. Describe how the proposed solution supports standard governmental procurement processes, collaboration, and regulatory compliance throughout the entire procurement lifecycle. Address the following areas in your response: the creation of requisitions for commodities and services resulting in solicitations, the creation and tracking of bids associated with solicitations, and the generation and tracking of award documents e.g. Master Agreements to facilitate multiple purchases and a Purchase Orders for one-time purchases. Indicate whether the Master Agreement process supports the tracking of awards to multiple vendors of the same commodity using a pooled authorization amount.
77. Describe how the proposed solution supports the definition of vendors at both the contractor and sub-contractor level. Include in your response the ability to track Vendor information such as minority classifications (e.g. MBE, WBE) and ethnicity in support of the creation of participation goals as defined in solicitations and to track fulfillment of those goals at both the contractor and sub-contractor level.

Financial: Vendor Portal

78. Please provide representative screenshots of the user interface for the Vendor Portal.
79. Describe the process used by vendors to search for and respond electronically to solicitations, including the ability to add attachments to their responses.
80. Describe the process for vendor registration and updates information, including but not limited to: contact information, banking information, and MBE/WBE information.
81. Does the proposed solution provide vendors with the ability to view details of scheduled payments and payments executed by check and electronic funds transfer?

Financial: Debt Management

82. Describe the processes in place to track and manage debt, loans, and bonds. Include in your response the ability to manage, track, and report on debt instruments throughout their lifecycles.

Financial: Inventory

83. Describe the processes in place to facilitate standard inventory management practices and accounting. Include in your response the proposed solution's ability to:
 - 83.1 Accommodate multiple warehouses and the tracking of an unlimited amount of inventory items.
 - 83.2 Record stock on hand by location
 - 83.3 Store primary and secondary location information
 - 83.4 Monitor inventory par levels and provide alerts to avoid stock outs
 - 83.5 Allow/restrict backordering by warehouse
 - 83.6 Print pick tickets in designated locations via batch process and on-demand
 - 83.7 Support online requisitioning of inventory items with approval/workflow routing
 - 83.8 Account for inventories using the consumption method with FIFO, LIFO, weighted average, and actual costs
 - 83.9 Conduct cycle counts based on inventory usage and process adjustments with appropriate security
 - 83.10 Support inventory provisioning via a three way match process
84. Describe online inquiry and reporting capabilities for inventory management, stock movement by calendar year and month, etc.
85. Describe the process for integrating the proposed solution with a third party work order system.

Performance Budgeting: Salary and Benefits

86. Describe how the proposed solution supports fiscal year Salary and Benefit forecasts based on data from the proposed Human Resources Information system. Include in your response the ability to project future steps/increments based on either employees' pay schedules or FTE.

Performance Budgeting: Budgeting (Revenue, Operating, Capital)

87. Describe how the proposed solution supports the creation and management of budgets for Revenue, Operating Expenditures, and Capital Expenditures. Include in your response the ability to budget by Fund, Department, and Cost Center. Describe tools provided for advanced analysis and forecasting as well as for modeling projections and analytics at both an annual and monthly level.

Performance Budgeting: Performance Measurement

88. Describe how the proposed solution supports the entry and maintenance strategic information at the agency/department level, including but not limited to: Strategic Mission, Description, Strategic Issues, and Strategic Results.

89. Describe how the proposed solution supports decentralized entry of performance measures by program and mapping to individual budget requests. Performance measures are intended to be both qualitative and quantitative in nature – they should reflect Key Performance Indicators (KPIs) for that Agency and fit into the overall strategic goals of the organization.

D. TECHNICAL INFORMATION

Software / Licensing

1. Provide the current hardware/software environment for the solution, including operating system, database, etc.
2. Describe what versions and internet browsers the system supports. Include which mobile devices the system supports. Describe your approach for keeping up with the latest browsers, mobile devices.
3. What is the solution's conformance to ADA standards related to web interfaces?
4. Identify out-of-the-box tools provided to build interfaces with other business systems. Include in your response required and/or recommended third party integration tools.
5. The County intends that the solution will be installed on multiple environments (such as test, development, training, production, and any others.) Identify any concerns of Offeror regarding this. Describe whether there is an additional licensing cost to provision and maintain multiple non-production environments.
6. Identify and describe any concerns with copying the proposed solution from one environment to another (such as copying from production to development, test, training, etc.) in a virtualized environment or any other environment).
7. Describe your company's testing and quality control process.
8. Describe the processes used to export, import, and upload data. Include in your response the formats that can be imported/exported, and a description of how vendor interfaces are developed and maintained.
9. Describe how data is shared across modules. Include in your response how data produced from the proposed solution is fully integrated throughout all major areas including Human Resources, Finance, and Budget. In your response indicate what type data is available real time versus copied through interfaces or batch processes.
10. Does the proposed solution maintain a full history of customer interactions including the ability to enter ad-hoc notes recording the results of interactions?
11. If a data warehouse is used for reporting, describe the process and frequency by which the data refreshed. What type of system assurance reports available to compare the source and target databases?

Workflow

12. Describe the process for developing workflow processes across all areas of the proposed solution. Include in your response whether the process supports collaboration without multiple actors.

13. Include whether the solution's workflow processes support the ability to include multiple reviews/approvers in a consecutive or concurrent manner and the ability to create an approval workflow based on dollar thresholds.
14. Describe the process for making changes to existing workflows.

Document Management

15. Describe how the proposed solution supports the storage of document images. Include in your response how document images are secured based on current privacy rules and legislation.
16. Describe the process for integrating the proposed solution with a third party enterprise content management (ECM) solution. Include the names of third party ECM solutions that are supported and whether an out the box integration is provided.
17. Identify processes used to support document archiving.
18. Describe the solution's ability to interface with digital filing system software (currently Fortis, will be replaced with DocuWare).

Reporting

19. Describe the ad-hoc reporting capabilities provided with the solution, and identify all compatible software available for ad-hoc reporting.
20. Identify third party tools that are required/recommended for form generation and report printing.
21. Please provide a list of predefined reports that are delivered with the solution. Indicate whether the reports can be customized to user needs without vendor assistance.
22. Does the proposed solution support real-time reporting? If so, what impact, if any, does it have on system performance?
23. Describe reporting functionality available for querying system access, metrics, or performance.
24. Describe how the proposed solution supports the production and scheduling of reports based on weekly, monthly and daily data during a specified date range. This includes detailed reports of all activity by user on a given day by a transaction type and or entity. The proposed solution must also support the ability to perform complex calculations and logic inside of reports.

Security

25. Describe application security (including but not limited to role, user, screen, module, table, column, update, view-only, field.). If the proposed solution supports role-based privileges, describe how roles are maintained and administered by designated security administrators.
26. Describe any automatic functions, such as inactivity log-off, used in the solution.
27. Explain how the system can allow password reset by selected users without giving access to administrator functions.

28. Does the proposed solution support “single sign-on” through Microsoft Active Directory’s LDAP implementation? Explain the authentication method employed and ability to integrate with AD or LDAP.
29. Identify any sensitive data that the solution uses for identification and whether or not this data is encrypted at rest and in transit (such as SSN and Credit Card Numbers).
30. Describe policies with regard to criminal background checks for staff assigned to work on any portion of the contract, including third party vendors.
31. Do you have a formal incident response plan? If yes, please describe your plan and attach documentation where possible.
32. Are passwords hashed and salted (SHA-1, SHA-256, MD-5, etc.) so that they cannot be decrypted? Please describe.
33. What protections do you have in place for ensuring only authorized employees have access to County data?
34. Does your company own the physical data center where County's data will reside? If yes, describe how your facility is physically secure. If no, who owns the data center and what security is in place?
35. If you are using a co-located data center, will any of County's data ever leave the continental United States? If so, please list all countries where it will be stored.
36. Are Intrusion detection and technologies and firewalls utilized on the hosted systems? Please describe.
37. Will County data be shared with or hosted by any third parties? If yes, please list all third parties, whether or not you perform security assessments of them, and how often they are reassessed.
38. Have you experienced a security breach? Please provide the detailed procedure to be followed in the event of a data breach with respect to those whose data was breached, include:
 - 38.1 Requirement to notify
 - 38.2 Notification timeframe
 - 38.3 Provision of pertinent breach details
 - 38.4 Circumstances surrounding the breach
 - 38.5 Corrective actions
 - 38.6 Prevention plans
39. Are your systems AND applications scanned for vulnerabilities by a qualified third party? If yes, what scanning companies do you use? How often do you perform a scan? Are your applications scanned prior to a new release?
40. Do you have a disaster recovery plan? If yes, when was the last time you tested your DR plan? How often do you test the plan (schedule).
41. Describe any policy in place which mandates employees notify them of any criminal charges or offenses.

Hardware, Network and Database

42. Provide the minimum and recommended requirements for any required application server(s) for the proposed solution. Specify Windows OS/NOS, service levels/packs required (Windows 2012 minimum), additional software, additional hardware, 32/64 bit, etc.
43. Identify the browsers (including versions and service packs) with which the proposed solution has been tested.
44. Provide the minimum and recommended requirements for the database server for the proposed solution. Specify OS/NOS, service levels/packs required, and any additional software and hardware.
45. Define the environment on which the proposed solution runs (two-tier client server, three or n-tier client server, Web browser based environment, etc.)
46. Does the solution work through proxy servers? Indicate the type of proxy servers that have been tested with the proposed solution.

Project Methodologies and Management

47. Describe in detail your company's methodologies with regard to the following:
 - 47.1 Application development
 - 47.2 Quality control – including types of tests, test plans, assurances that patches are correct, whether unit test are included within the code, etc.
 - 47.3 Configuration management – including customization management
 - 47.4 Version control
48. Describe your company's policy with regard to:
 - 48.1 Solution upgrades
 - 48.2 Customizations – whether they become part of the base solution, if they are available to all clients paying for support

Software Business Solutions

49. Describe options for Software as a Service (SaaS) or hosted option. Include in your response the number of clients using this option and server locations.
50. Describe your communication plan for planned and unplanned downtime.
51. Provide a description of Support Agreements (including severity levels and response times).
52. Describe your project, implementation, testing, and change management approach. Include in your response whether you use a standardized implementation model.
53. Describe your approach and facilities for customer service. What are the locations of your call centers?
54. Describe the new release / future release process.
55. Describe your issue resolution processes and how you track support. What tracking systems do you use?

- 56. Describe the process used to deliver and install software patches for system defects, including the level of automation of regression testing tools used in releases, emergency fixes, solution impact notification and version control process, etc.
- 57. Describe the process used to deliver and install software changes needed for regulatory compliance.
- 58. Describe any national and or regional user groups available to County staff.
- 59. County requires that vendors place application software source code in escrow. Please indicate whether you currently have a master escrow agreement in place and if so, the name of the company and the cost per year.

Training

- 60. Describe all training activities that will be provided to County. Include what training comes as part of your services and methodology? What type of training do you offer for configuration and customization of software and APIs? Describe system administration training. Describe who does your training. Include any hardware or software used.
- 61. Describe any end user training or focus group services provided. Offeror to include information on access to training systems/instances and relevant data and technology as applicable.

E. **OTHER INFORMATION** - Please provide any additional information that you feel would be beneficial to the County in researching possibilities when considering an ERP solution.

Please submit this completed Questionnaire with any addition information you choose to share by the closing date and time to bid@baltimorecountymd.gov . Late responses will be not be considered. **Thank you!**

COMPANY NAME: _____ DATE _____

CONTACT: _____

PRINT NAME: _____ TITLE: _____

TELEPHONE: _____ EMAIL: _____